

Information Services Board (ISB) Meeting Minutes

Department of Information Services Board Room, The Forum Building
Olympia, Washington
January 27, 1999

Members Present:

Joe Dear
Charles Baum
Emilio Cantu
Jim Coolican
Tom Fitzsimmons
Steve Kolodney
Ed Lazowksa
Mary McQueen
Marsha Tadano Long

By teleconference:

Jayasri Guha

Others Present:

Paul Taylor

Members Absent:

William Finkbeiner
Cathy Wolfe

Call to Order

Mr. Joe Dear, Information Services Board (ISB) Chair, called the meeting to order.

Roll Call

Sufficient members were present to constitute a quorum.

Mr. Dear announced the permanent appointment of Mr. Paul Taylor as Deputy Director at the Department of Information Services (DIS) and Chief of Staff for the ISB.

Approval of Minutes

The minutes from the November 24, 1998, ISB meeting were approved.

**Washington State Patrol
WASIS/WASIC Status
Report**

Ms. Lourdes Collins, Senior Technology Management Consultant, DIS, introduced Chief Annette Sandberg, Washington State Patrol (WSP), to provide the Board with an update on the rewrite of the Washington State Identification System (WASIS) and the Washington State Criminal Information Center (WASIC).

Chief Sandberg first provided information on some recent developments on other projects that have been under Board review. She said WSP had successfully migrated their mainframe systems to DIS on January 11, 1999. The Automated Fingerprint Identification System (AFIS) is being developed by Nippon Electronic Corporation. Through an agreement between DIS and WSP, it will be operational at DIS by June 30, 1999.

Chief Sandberg provided a progress report on WASIS and WASIC and how these fit into the Justice Information Network (JIN). Based on survey results and joint application design sessions with members of the criminal justice community in 1995, a decision was made to rewrite the existing WASIS/WASIC systems. A feasibility study was submitted to, and approved by, DIS to replace the systems with new ones that corrected difficulties and provided a platform for future growth. There have been numerous changes in legislation and policy with regard to the dissemination and collection of criminal history and other crime information. The new system, called W2, will be more capable of processing the required changes.

The key benefits of the new system have been identified as increased reliability, ease of use, improved delivery of information needed to solve crimes, and improved officer and public safety. All of the criminal information will be stored in one database and will be organized to reflect the way data is collected and used in the criminal justice community. The new system will support the concepts of the JIN to ensure that any justice practitioner in this state will have complete, timely, and accurate information about any suspect or offender. Criminal histories will be made available through existing channels and web-based (intranet) applications. The new system will be compatible with federal National Crime Information Center NCIC2000 requirements.

Another critical factor will involve tying law enforcement's contacts with former offenders and the Department of Correction's (DOC) offender information. The ability to do this is dependent on the upgrade at DOC to their Offender Based Tracking System.

The cost for the initial proposal for the WASIS/WASIC rewrite was more than \$7 million and exceeded the available funds. WSP decided to defer some of the desired modules and negotiated an original fixed price contract of \$4.086 million. The contract included provisions for a Year 2000 compliance warranty with system installation and acceptance by late June 1999. In June 1998, federal funds were made available to states for enhancement of kidnapper and sex offender information. WSP issued a fixed price change order to allow integration of the currently separate, stand alone sex offender and kidnapper registry system,

using approximately \$316,000 in federal funds. The addition of this enhancement – coupled with delays in finalizing detailed technical design -- has extended the completion date of the project to September 30, 1999.

Chief Sandberg identified the re-write as a mission critical project for WSP and every law enforcement agency. Assistant Chief Robert Leichner is the executive sponsor, Mr. Bill Keller is the full-time project manager, an independent quality assurance consultant provides a monthly risk assessment, and Chief Sandberg receives a monthly project status update.

Senator Emilio Cantu asked if the system would be fully operational by September 30, 1999. Chief Sandberg said that it would be. Ms. Jayasri Guha asked if the potential shortage of staff resources had been addressed. Chief Sandberg said they haven't had any shortage of contractors and that the project is currently under budget. Mr. Steve Kolodney asked about the rights to the software changes in the Science Applications International Corporation's Crimevue. Mr. Keller replied the enhancements will be owned, upgraded, and maintained by the state.

**Department of Social &
Health Services Electronic
Benefits Transfer Update**

Mr. Dear said the Department of Social and Health Services has made sufficient progress on the Electronic Benefits Transfer (EBT) system and a presentation to the Board was unwarranted at this time.

**Department of Fish and
Wildlife Washington's
Interactive Licensing
Database Project**

Mr. David Koch, Senior Technology Management Consultant, DIS, introduced Deputy Director Larry Peck, Department of Fish and Wildlife, and Ms. Lisa Pelly of the Fish and Wildlife Commission, to request Board approval of the Washington Interactive Licensing Database (WILD) project. In 1996, the agency was directed by the Legislature in SSB 6529 to research an automated point of sale system to replace the paper intensive, manual licensing system. The new system would be used to issue the various types of licenses required for fishing and hunting.

Ms. Pelly explained that through a process of working with the legislature, the public, license vendors, and staff, it was determined the current system was too complicated.

Mr. Peck said the existing system does not allow the agency to gather information to help with the

management of resources, to watch trends for harvest management, to collect revenue in a timely manner from the vendors, or to prevent fraudulent use of licenses. The agency is proposing buying a service from a vendor that would be responsible for providing equipment and support. Mr. Peck introduced Mr. Mike Keeling, Acting Project Manager, to present the details of their requirements for a new system.

Fish and Wildlife researched automated systems in ten other states and Alberta, Canada, and held 21 public meetings around the state to determine how to proceed on a new system. A new database was created for an automated system. A technology described as "smart card" was determined as the preferred approach. A smart card, similar to a plastic credit card, contains a chip capable of keeping track of the pertinent information about the license owner, as well as one or more types of licenses. Currently some of the licenses have to be prepared on special waterproof material like Tyvek using a special printer. The smart card license material would be durable, and the cards could be carried forward for about four years. Enforcement officers in the field could verify licenses using portable card readers. DFW would track trends and minimize fraudulent use.

Mr. Keeling said they are planning to have a prototype to demonstrate to the Legislature by the end of the 1999 session. They would like to do a regional pilot before the end of summer to assess public acceptance. If successful, there would be a phased rollout completed by April 2000. There will be approximately one thousand point-of-sale devices for seven to nine hundred dealers statewide. Of the approximately 800,000 active hunters and anglers, about two million different license privileges are sold, averaging two and one-half licenses per hunter and angler. Mr. Ed Lazowksa asked if the initial transactions would be batch processed or online, noting that an online transaction would be required to grant the new licenses.

The system integrator would assume financial responsibility for maintenance of the system and, in the event of point-of-sale device failure and would be obligated to repair or replace the equipment within 24 hours. The system integrator would build the system and, once implemented, receive a fee for each transaction. Efficiencies built into the automated accounting would require less time so the dealers

would get paid slightly less. The only additional equipment dealers would need would be a phone line to access the system. The new system would provide a financial benefit to the agency of approximately \$250,000 annually by eliminating outstanding license dealer balances.

Credit cards could potentially be used to purchase licenses and licenses could also be purchased over the Internet, making it easier to buy from out-of-state. The issuance fee would be two dollars whether you bought a single or multiple-item license, which would include up to five formerly discrete licenses. The Puget Sound salmon enhancement fees would be removed and any extra fees averaged and added to the price of the licenses, thus simplifying the fee structure.

Mr. Lazowska cautioned Fish and Wildlife about the likelihood of meeting the aggressive schedule and about the risks associated with the 800,000 individuals trying to get new licenses at the same time. Ms. Guha and Mr. Kolodney asked that Fish and Wildlife build some evaluation into the roll-out that can demonstrate success and clearly identify what the expectations are from the vendor. Mr. Keeling said they have legal counsel helping with the contract language.

A motion was made to conditionally approve the acquisition plan, subject to the review of the contract prior to signing by the Chair, an ISB sub-committee, or the full Board, and a report on the results of the pilot project when it is concluded.

The motion carried unanimously.

Portfolio-based IT Management and Oversight

Mr. Taylor said the portfolio management content requirements have been adapted to reflect the Board action on the Year 2000 (Y2K) Policy at the November meeting. At the direction of the Chair, a memo has been sent to agencies clarifying compliance reporting. Since that memo was sent, the number of Y2K certifications has risen 58 percent, from 34 to 53.

Mr. Taylor also said the agencies that brought their decision packages to the Board for review had approximately 98 percent of the requested amount included in the Governor's budget, suggesting the diligence of early reviews worked to the benefit of the

proposing agencies.

The second phase of agencies to implement baseline portfolio management were Employment Security Department (ESD), Department of Licensing (DOL), Department of Labor and Industries (L&I), and DIS. Participants said there are improvements to be made to the first iteration portfolios.

ESD and DOL submitted their portfolios in paper form. L&I and DIS developed theirs to be web-enabled on the agencies' intranet, allowing IT managers and business managers to get an overview of what the agency is doing.

Mr. Taylor said whether it is on paper or on the web, we have successfully created a common reference point for the IT organization, business units, and executives to discuss the existing IT infrastructure as they make decisions about moving forward. Agencies using the web-based approach should be able to update portfolios on an on-going basis.

Phase three pilot implementation will begin with training sessions to provide an overview of why we began this process, the Board's priorities in what a portfolio should look like, and experiences of agencies staff who have participated in earlier pilots. They will explain the effort it took to prepare the portfolio, where they found the data, and the value they identified for themselves in putting it together.

The unique, authoritative source of policy documents should be an online version. An Internet site was created with links to the most current versions of the IT Portfolio Management policy manual documents.

Legislative Update

Mr. Taylor explained that a bill was introduced in the Senate to conform the DIS enabling statutes to the principles and practices of portfolio management. That bill, SB 5194, sponsored by Senators Brown, Rossi, Fraser, Finkbeiner, Gardner, and Winsley will reflect the intent and language of portfolio management. The bill was heard January 28, 1999 in the Energy, Technology, and Telecommunications Committee of the Senate.

Another bill, HB 1042, addresses the exemption of state computer application software from public disclosure. It was sponsored by Representatives, Dunn, Wolfe, and Romero. DIS staff testified on

January 27, 1999 before the House State Government Committee.

Mr. Taylor said bills to reduce Y2K liability, future operational structure for the K-20 network, and promoting electronic commerce through the use of digital signatures are expected.

There are bills introduced by others on Internet taxation, telecommunication regulation and taxes, SPAM (unwanted commercial e-mail), agency web sites, surplus computers donated to schools and food banks, live traffic feeds on the Internet, criminal records on the web, and educator technology training. These and others of possible interest to the Board will be tracked and reported on at the March 10, 1999 meeting.

New Business

Senator Cantu reported that he asked the Legislative Service Center to provide the Board with a status report for Legislature regarding Y2K compliance. He distributed a report entitled Legislative Compliance with Y2K.

Adjournment

The meeting was adjourned.